



Your service guide
From
CAREWATCH

CONTENTS

1. Introduction
2. Contact details
3. About Carewatch
4. Our services
5. How your services are arranged
6. What to expect
7. Our approach to quality
8. Questions and answers
9. Our terms of business
10. Other, important information
11. Acceptance form

1. Introduction

Welcome to Carewatch, and thank you for choosing the UK's leading provider of home care.

It is our aim to make sure that you receive the highest quality of care and support at all times, and that you are happy with the service we provide to you.

This guide has been written to give you information about the service you receive and how to contact us should you need to get in touch.

We always welcome any comments or questions you may have about any aspect of the service you are receiving from us. You will find details about your local office address and telephone number in this guide.

Please contact your local office if you have any questions, concerns or comments about any aspect of the service you are receiving from Carewatch.

Thank you. We look forward to supporting your independence at home.

2. Contact details

Your local Carewatch Office	CAREWATCH SOUTHEND ON SEA
Address	Unit 10 Hadleigh Business Centre 351 London Road Hadleigh SS7 2BT
Our opening times	Monday to Thursday 9am to 5.30pm Friday 9am to 4.30pm
Our telephone number	01702 557007
Your Registered Manager	Kate Lawrence
Your Field Care Supervisor	
Your Local Authority	Southend on Sea Borough Council Essex County Council
Telephone number	SBC 01702 215000 ECC 0845 603 7630
Industry Regulator	Care Quality Commission
Name	CQC National Customer Service Centre Citygate
Address	Gallowgate Newcastle upon Tyne
Telephone number	NE1 4PA Telephone: 03000 616161

Carewatch care services Ltd	Building 420, 2nd Floor, Block C Silbury Court East, Silbury Boulevard, Milton Keynes, MK9 2AF
Address	
Telephone number	Tel: 0844 4825003 Web: www.carewatch.co.uk

3. About Carewatch

Carewatch provides a range of solutions to individuals and families who need care and support within their own homes, enabling them to preserve their independence and dignity. We do this with dedication, integrity and compassion.

We strive to develop and improve the services we offer, the solutions we deliver and the support we give to our staff and all others within the Carewatch family.

Our core values

- To promote the highest quality care and support to all
- To show absolute compassion to all of our customers and colleagues
- To offer all staff the opportunity to excel and achieve
- To act with complete integrity and honesty at all times
- To identify and support opportunities for improvement

4. Our services

All Carewatch locations are all registered to provide the Regulated Activity of Personal Care under the Service Type of Domiciliary Care. Personal Care could involve, but is not limited to, any of the following:

- Support with daily living outcomes
- Support with health needs outcomes
- Support with mobility outcomes
- Support with daily nutritional outcomes
- Support with religious, cultural and social outcomes
- Support with housework outcomes
- Support with shopping outcomes

All Carewatch locations all provide services within the following Service User Bands:

- Older people
- Mental health

- Physical disability
- Sensory impairment
- Dementia
- People who misuse drugs and alcohol

We have detailed below some of the tasks that our Care and Support Workers will or will not be able to perform. Some of these may be dependent upon the Care and Support Worker receiving additional training. These lists are not exhaustive

Your Care and Support Workers may support you with the following

- Personal care and hygiene
- Assistance to get up and go to bed
- Help with washing and/or bathing
- Shopping
- Meal preparation
- Domestic cleaning
- Laundry
- Social support and companionship
- Assisting with or administering prescribed medication

Your Care and Support Workers may not support you with the following

- Cut toe nails (unless provided by our trained toe nail cutting assistants)
- Give injections
- Change sterile dressings
- Insert or withdraw catheters

Your Care and Support Workers may perform with Service User specific training:

- Eye or ear drops

We want to help, so if there is something that we cannot help you with, we will endeavour to advise you of someone who can.

5. How your services are arranged

When we receive a referral or a request to provide services from either an individual or an organisation, we record all details and arrange a visit. The first visit is to meet with the Service User, their family and/or representative to discuss their expected outcomes.

We will then, either at the first or a subsequent meeting discuss with the Service User, family and/or representative the required service against the expected outcomes; any risks will also be discussed. A copy of their Needs Assessment, Care Plan and Risk Assessment will be given to the Service User to be kept in their home, should they choose.

The Care Co-ordinator will then match Care/Support Workers with the Service User ensuring they have the appropriate skills, training and experience to meet their needs; ethnic and language considerations will also be taken into account.

Your needs and risk assessment

At the beginning of your service we will undertake a comprehensive Needs and Risk Assessment. This will involve asking you being asked questions about your personal needs and will include questions about your mobility, medication, and your general safety within your home.

These assessments will be agreed with you and any actions required will be detailed in your Care/support Plan and Risk Management Plan. It is very important that you tell us about any potential risk or change in circumstances that may affect your health and safety or the health and safety of our workers.

6. What to expect

As a user of the Carewatch service, you have the right to expect:

- Care provided which are appropriate to their needs by staff whose education, experience, training and attitudes make them suitable for such a role and who will provide care in a friendly, appropriate and respectful manner
- To be treated as an individual, to make their own decisions on matters which affect them, and to participate as fully as possible (with the help of a friend or relative if so desired) in drawing up a care plan, reviewing it, and agreeing any modification
- To remain living in their own home if that is their wish
- To have the right to say who will and who will not enter their home
- To have personal privacy for their belongings and their affairs
- To be listened to at all times and to have their thoughts, opinions and attitudes respected and considered
- To have their values, beliefs and chosen lifestyles respected at all times
- To have their personal dignity respected at all times irrespective of any physical or mental disability
- To be encouraged to be as independent as possible, to be allowed to take risks and to live a lifestyle which is, as far as possible, geared to their personal choice and preference
- Not to be discriminated against for any reason such as race, age, colour, religion, sexual orientation, physical and financial circumstances and to have all such needs respected and accepted
- To have access to friends, relatives, religious leaders and to be assisted, where necessary in making such arrangements

- To recognise and fully understand the needs and rights of relatives and friends caring for someone else and help them decide how these can best be met
- To have access to personal files and information held about them
- To have access to a formal complaints process and to be represented by a relative/friend/advisor
- To have access to an interpreter or interpreting service if require

7. Our approach to quality

Carewatch is committed to ensuring that services continue to meet Service User's needs. Throughout our service provision we assure that we have a systematic and ongoing monitoring process. Delivering a high quality service is one of our main priorities; we achieve this through a number of ways.

Service Users:

- Initial Needs Assessment, Care Planning and Risk Assessment
- Completion of yearly quality questionnaires
- Annual update of Care Needs Assessment, Care Plan and Risk assessment
- Full involvement of the Service User, family members and/or representatives in all aspects of the above

This process allows us to obtain an in-depth view of our Service User's expected outcomes, review and amend when/where necessary and monitor how they are being achieved.

Care and Support Workers:

- Thorough application and interview process
- Screening of required documentation, including:
 - Enhanced DBS check (a risk assessment will be undertaken if any section doesn't state None Recorded)
 - Two written references (one must be from the most recent past employer) which will be verified upon receipt
 - Two forms of identification (between them they must include a photograph, signature and address)
 - Visa stamps, Home Office documents, Biometric Residence Permit
 - Driving License, car business insurance
 - Health declaration
- Training and shadow working as described above
- Regular spot checking
- Probationary review
- Wherever possible four supervisions per annum, one to include direct observation of care provision

Annual appraisal

This process of thorough interviewing and document screening allows us to ensure Care/Support Worker applicants are suitable to work with vulnerable people, along with continual training and monitoring which ensures they provide a continued quality service and constantly adhere to Company policy.

Staff qualifications

Carewatch retains a complete record of all qualifications, credentials and experience gained for each staff member whether part-time or full-time. These records may be found in their staff files and computer records. These files are of limited access for reasons of confidentiality and security.

Care/Support Workers are required to have as a minimum:

- Induction Programme covering the 8 Common Induction Standards
- Safeguarding of Vulnerable Adults
- Health & Safety and Fire Safety
- Moving and Handling
- Supporting People with Medication
- Emergency Situation Awareness
- Infection Prevention
- Food Hygiene
- Dementia Awareness

Training will be updated in-line with the Skills for Care guidelines. All Care/Support Workers will have a personal development plan drawn up which will include training updates.

Care/Support Workers may undertake a Qualification Credit Framework level 2 in Care

Our induction programme incorporates shadowing with an experienced member of the team, which allows the new Care/Support Worker to put training into practice with support and advice on hand.

Specialist training will be provided to Care/Support Workers as appropriate to their Service Users needs; this will be identified through training needs analysis and supervision.

Our Staffing structure

Each Carewatch office has:

- A Care Manager / Branch Manager who is responsible for the day-to-day management of the service
- Care Co-ordinators who are responsible for maintaining and distributing the roster of services to be provided
- Field Care Supervisors are responsible for the monitoring of service provision and the supervision of Care/Support Workers

- Care/Support Workers who deliver the service to you, the Service User

Our policies and procedures

Carewatch has a full set of policies and procedures, which ensure the delivery of quality care services. A complete set of our policies and procedures can be seen at our offices and we can make alternative arrangements for you to see them if you wish.

Health and safety

Carewatch has a responsibility to make sure that you are safe and protected at all times. All our Care/Support Workers carry an identity badge, which contains their photograph and the details of our office. You should not allow entry to your home to anyone claiming to be from Carewatch who is not able to produce a Carewatch identity badge.

Electrical appliances

You have responsibility to make sure that all electrical goods in your home are safe and meet current safety standards. Carewatch staff are not responsible for the safety of the fixtures and fittings in your home. If any member of staff has any concerns about the safety of an electrical appliance, they may refuse to use it and advise you to have it replaced or repaired.

Comments, compliments and complaints

Service Users should be aware of how to make a complaint and advised what action will be taken in response to individual complaints. Advice for Service Users, detailing this complaints procedure can be found in the Carewatch Service Users Guide.

Service Users, family and/or representatives should feel able to complain and feel confident that their complaint will be dealt with in a positive manner.

Service Users who wish to complain about the service received from Carewatch should follow the steps listed below and if possible discuss the problem with the manager who will do their best to resolve the problem quickly to their satisfaction. Complaints can be made in person, in writing or by telephone and should be addressed to the Branch Manager.

Complaints will be confirmed in writing and logged on the complaints log and in the office and detail the following basic information:

- Which service the complaint is about
- What happened
- Where and when it happened
- Who was involved
- What the Service User expectations are

Service Users will receive an acknowledgement within two working days of lodging their complaint. All investigations will be recorded and Service Users updated regularly as to the progress of the investigation. Any action to be taken will be discussed and agreed with the Service User where appropriate. The Branch should endeavour to resolve all complaints within 28 days.

The Service User may wish to ask a friend or relative to write out the complaint which, if possible, should be signed by the Service User. Alternatively, the Branch Manager can help the Service User to put the complaint in writing. The Service User will be given a copy so that it can be agreed that it is an accurate account before it is signed.

If the Service User feels unhappy about making the complaint and they do not know someone who is prepared to advise the service of their complaint, Carewatch will find someone from an independent organisation to act as an advocate for the Service User.

Any Service User who is not satisfied with any action taken can also complain to the Local Authority or Industry Regulators. Contact details for both are clearly printed at the front of the Service Users Guide.

If the Service User does not receive an acknowledgement or a reply to their complaint from the Branch that provides their service they can contact:

Carewatch Care Services Ltd
Building 420
2nd Floor, Block C
Silbury Court East
Silbury Boulevard
Milton Keynes
MK9 2AF

8. Questions and answers

What if my care and support worker cannot attend?

If your regular Care/Support Worker is not able to attend for any reason, we will endeavour let you know as soon as we can and let you know who will be visiting instead. We make every effort to ensure that your services are not disrupted and also to keep the number of Care/Support Workers known to you to a minimum. If your Care/Support Worker leaves our employment we will keep you informed regarding the provision of an alternative Care/Support Worker.

Sometimes, we may need to introduce a new Care/Support Worker, because your regular Care/Support Worker maybe on holiday or off sick.

We maintain a register of fully trained Care/Support Workers who are qualified to cover for your Care/Support Worker at these times.

How do I make a complaint?

If you would like to make a complaint, please contact your local office in the first instance. For further details of how to make a complaint, please see the 'complaints, comments and compliments' section in this guide.

What if my care and support worker does not arrive?

If your Care and Support Worker does not arrive at your home at the time expected, please allow at least 60 minutes (unless the visit is time critical) and then call the local office or the 'out of hours' telephone number (unless it is an emergency). You can find these numbers at the front of your guide. We make every effort to meet your timings as far as possible.

We will look into this and if necessary send a replacement Care/Support worker to you as soon as possible

If you have any further questions or wish to find out more, please contact your local team who will be able to help. Details on how to contact your local office can be found in this guide

9. Terms of business for service users

These Terms of Business are the principal provisions governing the services provided by individual Care/Support Workers appointed by Carewatch to its Service Users.

1. Carewatch has compiled and maintains a register of Care/Support Workers who are available for work in establishments and are introduced by Carewatch for this purpose
2. Carewatch uses a system of supervision and quality control for service provision
3. Any change to your requirements must be agreed in advance between you, Carewatch and the organisation that is funding your care.
4. You are entitled to request a change of Care/Support Worker at any time.
5. This agreement and all rights under it may be assigned or transferred by Carewatch providing Carewatch gives fourteen days notice
6. Carewatch is a member of the United Kingdom Home Care Association and staff are trained to adhere to the National Care Standards Codes of Practice, a copy of which is available on request
7. Carewatch shall be entitled to vary these terms and conditions at any time
8. All Care/Support Workers are under contract with Carewatch for the provision of care services

Points 9 to 13 apply to private or self-funding Service Users only

9. Carewatch will render an account to the Service User for services provided by the Care/Support Worker and Carewatch. All accounts are payable within seven days of the date of the invoice.

10. In the event of any Care/Support Worker who has been introduced by Carewatch entering into an agreement with the Service User or any third party to whom the Care/Support Worker was also introduced the Service User or third party shall be liable for a placement fee of £..... plus VAT (If applicable)
11. Carewatch will give a minimum of fourteen days notice of any increase in the fees payable for their services
12. Carewatch will give a minimum of twenty-four hours notice to withdraw the service, save in the case of substantial breach of any express or implied term by the Service User in which case the services may be withdrawn immediately
13. The Service User shall give a minimum of twenty-four hours notice to terminate the service.

Possible withdrawal of service

Carewatch has a policy to maintain a work environment that is free from harassment for all staff. Carewatch exercises a zero tolerance approach to harassment for all of our staff. Very occasionally it becomes necessary for a Branch to withdraw a service. Such action would normally only take place because of a serious health and safety risk or unacceptable behaviour being displayed by the Service User, or others in the household; and very exceptionally, when the services we are able to provide is insufficient to meet the needs of the Service User. Persistent non-payment of invoices (if self-funding) may also incur withdrawal of services.

Given the sensitive nature of, and care implications surrounding a withdrawal of service, this action will only be taken after full consultation with, and notice to the Service User, family and/or their representatives and any relevant professional involved with their care

Charges and payment

If your care is determined by Social Services, they will calculate any contributions towards the cost of your care and will explain to you how the charges will be collected.

If you are paying for your own care, we will provide you with the scale of charges, at your initial visit, before your Care and Support package commences. Our Terms and Conditions of service are included in your Service User contract that you will be required to sign.

Request for pricing

Our pricing of services for customers starts at a minimum of £ an hour and can increase to a maximum of £ an hour. The hourly rate for the service delivered will be calculated and vary due to the following:

- Type of service
- Complex nature of service
- Time and frequency of service

- Day(s) of the week the service is required
- Number of Care/Support Workers required to deliver the service
- Location of the customer to whom we deliver the service

We will, if requested, give a detailed breakdown of our pricing for delivery of services.

10. Other, important information

Time sheets

At the completion of each visit, your Care and Support Worker will ask you to sign a timesheet (unless your local authority has alternative arrangements).

Please check that the start and finish times are correct before you sign and If you are not able to sign yourself, we may agree in advance for a representative to sign on your behalf. If you do not have a representative to sign for you we will make alternative arrangements with you or the person paying for your care services.

If a 'Call Monitoring' system is running in your area, you won't be required to sign a timesheet as times are verified electronically.

Insurance

Carewatch has public liability and employer's liability insurance in accordance with statutory requirements. Full details can be obtained from your local office. Please note that we cannot be responsible for any loss, damage and breakages to your property. We recommend that you have your own insurance for your property and contents.

Financial transactions

Any money given or received, must be entered, agreed and signed by both you and your Care/Support Worker using the financial transaction record sheet in your Information pack.

Care/Support Workers cannot use their own credit cards when doing your shopping and are not permitted to have access to your Credit or Debit Cards and PIN for the purpose of obtaining cash from automated cash dispensers, banks or post offices or making purchases

If your benefits are paid by direct payment transfer, we will need to agree alternative arrangements for collecting your money. All this information will be agreed with you and stated in your Care/Support plan.

Gifts and gratuities

Carewatch staff are not allowed to receive any gifts or money directly from our Service Users. Staff are advised this in our Carewatch policy and during training.

Medication

Care/Support Workers may only assist with or administer prescribed medication if this has been agreed as part of your Care/Support plan. Medication should be made available for staff in blister packs.

For further details of what we can/cannot do for you regarding your medication, please ask Carewatch staff or ask to see our Medication Policy.

The overall responsibility for your medication will be with your General Practitioner/District Nurse/Health Professional. Any Care/Support Worker who is required to assist with or administer medication will have received training to enable them to undertake do so.

Non Discrimination

Carewatch will expect you to be treated equally and fairly. Staff are not permitted to actively discriminate on the grounds of ethnic origin, gender, religion, culture, age, sexual orientation, disability, financial status or political opinion. We will, at all times take your individual cultural needs and requests into consideration when developing your individual plan of care.

If you have any concerns regarding discrimination please contact us immediately and follow our complaints procedure.

Data protection

In accordance with the Data Protection Act 1998, Carewatch operates policies and procedures prohibit unauthorised access to, or disclosure of Service Users' personal information. You have the right of access to personal information held about you. If you wish to access any information please contact us.

Any personal data you provide is used by Carewatch to identify appropriate Carewatch Care/Support Workers and services. We may also use the data to conduct market research and to keep you informed of the latest social and healthcare developments, legislative changes and Carewatch initiatives by mail, telephone or email. If you do not wish to receive details of these, please tell us.

Personal data such as racial or ethnic origin, beliefs and health is for monitoring, Care/Support Worker selection and service provision purposes only. By signing these Terms of Business you are expressly permitting us to use this information in this way.

None of your personal details will be shared with any other party without your explicit permission.

Disclosure of abuse or suspected abuse

If you think that you are being abused in any way, by any person, or are worried that someone you know may be being abused, please let us know. All our staff are required to report any incidents of mal practice which may affect your health, safety or welfare.

Confidentiality

Carewatch has a commitment to keeping in confidence any information we hold about you or any information that you choose to tell us. We have a Confidentiality Policy, which all members of staff must follow at all times. All workers must not tell anyone outside the service any information about anything they have seen, heard or read in connection with their providing a service to you. However, there may be occasions when a Care/Support Worker or other Carewatch employee believes that to withhold information about you may affect your safety or well being.

11. Acceptance Form

Please sign below to agree your understanding of the contents of your Service User Guide

Name of Service User	
Name of Representative (If applicable) and relation to Service User	
Service User/ Representative signature	
Date	
Staff name and role	
Staff signature	
Date	

Thank you for choosing Carewatch.